

# Product Malfunction Explanation

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Recipient's Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally explain the recent malfunction observed with the [Product Name], which I purchased on [Purchase Date].

Unfortunately, [describe the malfunction in detail, explaining what the issue is and how it affects usage]. This issue has rendered the product [explain consequences of the malfunction, e.g., unusable, dangerous, etc.].

After troubleshooting the product myself and consulting the user manual, I have determined that the issue may be related to [possible reasons for malfunction, e.g., a manufacturing defect, improper assembly].

I kindly request [possible actions you would like, e.g., a replacement, repair, or refund] to resolve this situation. I have attached copies of my purchase receipt and any relevant correspondence regarding this matter for your reference.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]